

California Public Utilities Commission  
Consumer Protection and Enforcement Division  
Consumer Affairs Branch

## Energy Industry

### Consumer Contacts that Require Enhanced Processing

### Presented by Utility Company, Category and Subcategory

### April 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Energy Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	1
		Billing	Balance/Level Pay Plan	1
		Billing	Bill Adjustment	2
		Billing	Crossed Meter Billing	1
		Billing	Disputed Customer of Record	7
		Billing	Energy Diversion	3
		Billing	Estimated Billing	4
		Billing	High Bill	23
		Billing	Master/Sub Meters (Mobile Homes)	1
		Billing	Meter Reading Issue	2
		Billing	Other Charges	4
		Billing	Payment Arrangements	4
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	4
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	15
		Service	Delayed Orders/Missed Appointments	9
		Service	Disconnection Non Payment	2
		Service	Outage	4
		Service	Refusal To Serve	1
Pacific Gas & Electric Company Total				94
ELC901	Pacificorp	Billing	Payment Arrangements	1
Pacificorp Total				1
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Bill Adjustment	1
		Billing	Crossed Meter Billing	2
		Billing	Estimated Billing	1
		Billing	High Bill	5
		Billing	Meter Reading Issue	1
		Policy and Practices	Safety	1
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Outage	3
San Diego Gas & Electric Company Total				17
ELC215	Silicon Valley Clean	Policy and Practices	Abusive Marketing	1
Silicon Valley Clean Total				1

Utility Code	Utility Name	Category	Subcategory	Count
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
		Billing	Bill Adjustment	1
		Billing	Bill Not Received	3
		Billing	Crossed Meter Billing	1
		Billing	Deposits	2
		Billing	Disputed Customer of Record	6
		Billing	High Bill	11
		Billing	Late Payment Charge - LPC	1
		Billing	Master/Sub Meters (Mobile Homes)	2
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnection Non Payment	1
		Service	Outage	7
		Service	Refusal To Serve	2
Southern California Edison Company Total				50
GAS904	Southern California Gas Company	Billing	Backbilling	1
		Billing	Disputed Customer of Record	2
		Billing	High Bill	2
		Billing	Master/Sub Meters (Mobile Homes)	1
		Billing	Payment Arrangements	2
		Billing	Payment Error	1
		Policy and Practices	Safety	1
		Public Purpose Programs	CARE Recertification	1
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	2
		Service	Outage	5
Southern California Gas Company Total				23
GAS905	Southwest Gas Corporation	Billing	Bill Adjustment	1
		Billing	Payment Error	1
Southwest Gas Corporation Total				2
Total ICs Sent <sup>1</sup>				188

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the